

## What is Housing First?

Everyone has a right to a place to call home. Housing First is an approach that centers on providing individuals and families who are homeless with support services to help them find and maintain a home. The goal is to help people become better able to keep themselves safe and healthy by providing supports over a period of time. To be part of the program an individual or family must be homeless, and living in a shelter, on the streets, in an unsafe living environment or at risk of homelessness.



*“A recovery oriented approach to homelessness that involves moving people who experience homelessness into the independent and permanent housing as quickly as possible, with no preconditions, and then providing them with additional services and supports as needed (wanted)”*

*~Gaetz (2013)*

## Contact Information



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**Housing First Case Managers**  
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**Centralized Intake Triage Line**  
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**Centralized Intake**  
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**Hospital Justice Liaison**  
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**Outreach Services**  
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# Wood Buffalo Wellness Society



## Community Services Programs



## Hospital Justice Liaison Worker

Hospital Justice Liaison worker is in the community to bridge the gap for individuals exiting the hospital and justice systems who are homeless and need to access Housing First.

The worker is part of the Centralized Intake team to support client engagement through the Centralized Intake process. They do this by completing the triage, intake and assessment and warm transfer pending client qualification for Housing First.

In addition, the Hospital Justice Liaison worker provides community outreach and client referrals to proper community housing agencies.



## Centralized Intake

Centralized Intake is the starting point for individuals or families accessing Housing First.

It is a three step process beginning with an initial intake called “**triage**” that is a 15-20 minute pre-assessment. It is done either on the phone, in community or in the office to determine eligibility for the Housing First program.

Step two consists of an hour to an hour and half **intake and assessment** completion.

Step three, depending on outcome of intake assessment, if approved for housing a meeting called a “**warm transfer**” would take place with intake worker, client, and case manager from one of the 6 housing first agencies to transfer client and necessary information for case plan.

If not approved, a referral to WBWS outreach could be made or to other community resources.

## Outreach Services

Outreach worker is in the community to provide one on one services to individuals or families either homeless or at risk of homelessness. They provide acute support by assisting individuals or families navigate through various community service agencies with focus being on housing stability.

### Potential Referrals:

- Employment services
- Social/Affordable Housing
- Education
- Medical Assistance
- Financial Assistance
- Legal Assistance
- Food Bank and much more



*The Wood Buffalo Wellness Society is proudly supported by the:*



**United Way**  
Fort McMurray